## AT THE AIRPORT









**ARRIVALS** 

BAGGAGE CLAIM

BOARDING PASS

SECURITY

INFORMATION DESK

**DEPARTURES** 

**PASSPORT** 

















CHECK-IN COUNTER

PASSPORT CONTROL

PILOT

**PASSENGER** 



EXCHANGE OFFICE

CUSTOMS

FLIGHT ASSISTANT

SEAT









## 1. Watch the video and answer the questions:

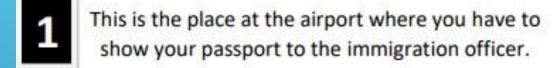


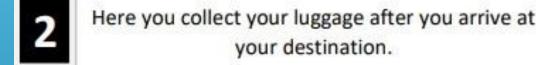
Where is he flying to? Is there any problem with the flight? What time is the flight scheduled to depart? Does he have any luggage to check in? Does he have any carry on luggage? Does he prefer a window seat? What gate will the flight depart from? What is the flight boarding time?

## 2. Complete the conversation using the words on the right:

cierk: Good atternoon. where are you today?
Passenger: I'm flying to Stockholm.
C: May I see your, please?
P: Yes. Here you are Do you need to see my
?
C: No, I don't. Unfortunately, your has been
It's now to at 6pm.
P: Oh, well. That's not too bad.
C: I'm sorry for the inconvenience.
P: That's OK.
C: Are you any bags today?
P: Yes, I have one bag to check and one bag to
C: Have you left your bags at any time?
P: No, I've always had my bags with me.
C: OK. That's good Right now, you have a
Would you prefer a or an
?
P: Er an, please.
C: OK. Here's a new and your
P: Thanks.
C: Go through and your to
Stockholm will depart from B25. The flight
at 5.30.
P: B25 OK. Thank you.

unattended depart security boards middle seat checking in delayed aisle seat aisle seat boarding pass boarding pass passport carry on baggage claim scheduled gate gate flying window seat flight flight





If you are flying a long journey, probably you will have to take more than one flight.

The airport is a public place. Therefore, anybody can use this facility.

If you are at the airport waiting for someone, you will probably be looking at the board.



The area where all passengers belongings are sent.



If you are at the airport waiting for your flight, you will probaby be looking at the \_\_\_\_\_\_ board.



Here you can see if your luggage is on the weight limit and get your boarding pass.



## AT THE AIRPORT



Can I have your ticket, please?
How much luggage do you have?
How many suitcases have you got?
This is my hand luggage.
Can I have a seat next to the window?
Here's your boarding pass.
Where is passport control?
Follow the signs.





Can I see your passport, please?
Where can I get a trolley for my luggage?
Where is the information desk?
Which gate for flight number...?
The gate number is on the departure board.
How much hand luggage can I have?
Now go through passport control.
Wait for the flight in the departure lounge.
Check the departure gate.

It's now boarding.
The flight is delayed.
This is the last call.
Please board the plane.
Where is the arrival hall?
I have nothing to declare.
Do I have to pay customs duty on this?
How much is it?
How many can I bring in duty-free?



1. hand a. free 2. boarding b. luggage c. number 3. passport 4. duty d. lounge 5. departure e. control 6. arrivals f. flight 7. last g. board 8. gate h. pass 9. delayed i. desk 10. information j. call

Answer the questions <u>according to</u> the information

from the boarding pass.

- 1- What is the name of the passenger?
- 2- What is the destination?
- 3- What is the number of the flight?
- 4- What time does the flight departs?
- 5- What is the date of the flight?
- 6- The seat number is
- 7- He is flying on class
- 8- is the number of the gate.
- 9- He should be at the boarding gate before 10- He is flying to





30% of people have experienced delays or cancellations with their flight



